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**CENTRAL FAX CENTER****DEC 16 2005**Serial No. 09/876,788  
16 Dec 2005 Reply to  
19 May 2005 Office Action**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Serial No.:** 09/876,788  
**Applicant:** Linyard, et al.  
**Filed:** June 06, 2001  
**Title:** **METHOD AND SYSTEM  
FOR PROVIDING  
ELECTRONIC USER  
ASSISTANCE**  
**Art Unit:** 2154  
**Examiner:** Lee, Philip C.  
**Docket No.:** 11180-05-US

**Certificate of Transmission (37 C.F.R. §1.8a)**

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12/16/05  
DateShari Herron  
Shari Herron**Reply Under 37 C.F.R. § 1.114(c)****MAIL STOP AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

This communication is in response to the Office Action mailed May 19, 2005. Allowance of the above identified application is respectfully requested in view of the following Amendment and Remarks, where:

**Amendments to the Attorney Docket Number** is on page 2 of this paper; and  
**Amendments to the Claims** begin on page 3 of this paper; and  
**Remarks** begin on page 8 of this paper.

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**Amendment to the Attorney Docket Number**

Please amend the attorney docket number to be: 111180-05-US.